

Amendments to the Specification:

Please replace the last paragraph on page 18 extending onto page 19 with the paragraph shown below:

B 1
Like other screens provided by the preferred embodiment, screen 700 has a region 702 that includes customer information, including billing number cent fid (a code related to the market to which the customer belongs), site (a billing system indicator), name, address, MAN FID, local service sales, input date and a field indicating who input the data. Screen 700 includes a region 704 that indicates the type of customer and the services currently used by the customer. By implication, this region also indicates prior sales that have been made as well. Screen 700 has a navigation region 706 that allows users to jump to other records by selecting a letter of the alphabet. Users also have the capability to change the status of the displayed customer record to either a reactive customer or to a target customer by using buttons 708 and 710, respectively. Button 716 allows users to browse by man fid or customer code. In other words, the data will be sorted and displayed by man fid or customer code, as opposed to by customer name, as shown in Figure 7.
